



A CRITICAL ANALYSIS OF IMPACT OF ORGANIZATIONAL ENVIRONMENT ON INTERNSHIP SATISFACTION: A STUDY ON HOTEL INDUSTRY OF DEHRADUN

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ABSTRACT

Internships are an important part of hospitality education, duration of an internship in the field of hospitality education is incorporated to enhance the practical skills of the students which helps in transforming the knowledge attained by the students in classes into operational skills, the satisfaction of internship would help students in identifying their area of interest and the department in which they will be working, various factors contribute to the internship satisfaction of the student interns among which organizational environment is an important factor. The organizational environment helps in learning the operational procedure of the organization and it acts as the foundation of the trainee and trainer relationship. To investigate the role of organizational environment in internship satisfaction study was conducted in major hotels of Dehradun city for the students who have completed their internship from branded hotels, collected data was analyzed through statistical analysis and reliability analysis

KEYWORDS: Internship, Reliability Analysis, Organizational Environment.

INTRODUCTION

Organizational environment refers to the forces and culture of the organization in which any individual would be working, these can be rated as the forces by which an organization is governed, these forces are categorized as internal and external forces. To ensure an effective learning process for interns, the training manager should have a balance of these which should benefit the entire learning process.

The internal environment of an organization refers to conditions and factors within the organization that affect choices and related activities, some of the major factors of internal environment leadership style organization culture and mission statement while external factors events, condition and extrinsic factors which are existing outside the boundary of business enterprise, these can be

further subdivided into micro and macro environment

Organization environment is also known as a working environment which refers to the factors related to the environment of an organization, this environment helps in adapting training and employees in the organization, the various component of the organizational environment include work culture, operational procedure, and career development all these factors affect the satisfaction of students who are pursuing their internship [1], the entire process of training satisfaction depends on organization and individual, once the individual is the fully committed work environment of organization plays a crucial role in generating satisfaction of the students [2]. Training of the students helps them in gaining knowledge with the help of supervisors who are having vast knowledge of the operational aspect of the hospitality industry [3].

Trainees who are learning through supervision develop an individual who is committed to the organization [4]. To have an effective learning process of students role of the organization is very important as person imparting training to the students should make the task very clear to the students [5] once the task is clear and broken down it becomes very clear this helps in better understanding and reducing stress [6]

The organizational environment helps to determine

- Strategy of Organization
- The attitude of trainees and employee
- Leadership style

An internship provides practical knowledge to Industrial trainees in any particular profession through a supervised learning experience, Practical work exposure helps in gaining specific traits that are necessary for any particular profession [7]. If the Internship is satisfactory, it positively affects the

development of the intern [8]. This internship satisfaction is dependent on the organization as well, its environment, and the job characteristics as well [9]. This link of organization factor and internship satisfaction is quite significant in selecting a suitable organization for internship for the optimum use of the internship period. A lot depends on supervisors as well, as they are in direct contact with the intern. The way a supervisor supports the intern with the clarity of a task and another motivational factor can have a great impact on the internship satisfaction and further desire of developing a career in the same profession [10].

REVIEW OF LITERATURE

Review of literature is a collection of previous work related to the topic which has been used for the study, various research papers of different indexing were studied to draw conclusions and settings of objectives. Study-related to the work environment and its impact on the satisfaction of individuals, findings concluded that the organizational environment has a direct impact on the work motivation and satisfaction of individuals working in the organization [11].

The authors investigated the role of an organizational environment with employee performance and job satisfaction for which data of 720 respondents was collected from Accra region, Ghana which was analyzed using structural equation modeling, findings of the study concluded that work environments have a direct relationship with the employee performance and satisfaction [12].

The internship is an important part of a degree program as it increases the employability skills of graduate students and helps them in their career development. In their work response was gathered from 161 respondent and was analyzed using

structural equation modeling, the result of which stated that supervisor support has a significant impact on the satisfaction of interns [13]. Students gain technical as well as non-technical skills during their internship period and enhance their knowledge and understanding as well. This learning and knowledge are further helping the student to secure a job in that industry as soon as the course is finished. The internship outcome is very much dependent on the working environment of the organization as well as the involvement of the organization. A positive environment will give a positive outcome through the internship. This learning further helps in better job performance after finishing up their course, Feedback from Interns through online mode is quite important for the betterment of the Internship program. This online platform could be quite useful for the current as well as for the future Interns so that their problems can be considered and corrective measures could be taken for the future interns. This will further help in the development of the Interns and their intake from an organization, The organizational factors have a great influence on the perception of an intern post internship and directly affect the intern's career-related decision-making. Organizational factors along with individual factors do affect the individual's intention to stay in the same industry post-internship [14].

Training in an organization is a link between what is being learned from classes and the actual work on the site. A successful internship depends mainly on students, the institute, and the organization itself. If dissatisfied with the training, the intern may be less motivated and may even want to switch to another Industry. In normal conditions, the students, who have never interacted with the guests, lack confidence when they deal with the guest. This gap is filled by the internship or training, which provides exposure to the students during their course time and they are much more confident in client handling when they get the job. For getting the best out of any

internship, the supervisors should take daily briefings from the interns on day-to-day learning and further assigned other tasks for more learning[15].

Motivation during the internship can also come from Salaries, perks, and fringe benefits that could further strengthen an intern's desire to continue with the Hospitality industry, While planning any training program the Organization should pay attention to the allocation of trainees to a supervisor so that the supervisors are not overburdened [16]. This will help them to put full attention to a training program and the program outcome. Hotel Industries should allocate a good amount of budget in their training and development program with an emphasis on the overall growth of an employee. Based on the feedback of the trainer, the organization can further recruit the right candidates for their organization who could give better output. The internship provides practical exposure and through this, the interns can experience and learn the standard operating procedures and how their work is done and services are delivered. With students who have already done an internship, the classes become much more interesting and fruitful as it helps a teacher to connect theory with the practical experience of the intern and interns can easily connect it with the actual job. This further helps students to secure a job once the course is finished. Training plays a positive role in improving the creativity level of an employee. It also helps in maintaining a positive morale level that further helps in the retention of an employee. Because of this, the organizations allot a handsome budget for the training and development of an employee. However, the success of training and development depends on the positive involvement of an employee. The employees with high involvement get the best of learning experiences [17]. Individuals who don't gain a good learning experience from their internship in the hospitality sector tend to lose interest in this sector and often start looking for a building

career in some other sector. While the ones with a good amount of learning experiences tend to continue with the hospitality sector for a long [18]. During training in the hospitality sector, a student gets demotivated if he does not get a challenging job or opportunity for innovation. Such students tend to get bored of doing a daily routine task for a longer duration. Moreover, the trainee of the hospitality sector also feels that the tasks they are doing are inferior as compared to other industries and this often creates a negative image of the hospitality industry. Training is a crucial part of an organization [19]. It enhances the knowledge of an employee as well as the skills that further helps the trainee to perform the task efficiently and effectively and helps in the overall growth of an organization. It also helps in enhancing the capabilities of an employee again helps in enhancing the performance of the organization [20].

RESEARCH METHODOLOGY

Research methodology is a set systematic process of carrying out research work. Primary and secondary data were collected for the research paper. Students who have recently completed their industrial training provided their responses. The questionnaire was sent to the students online which were

prepared with the help of Google forms, responses which were collected from the population were used in selecting the sample, to ensure fairness and equity samples were selected based on simple random sampling, a total of 100 samples was used for the studies

3.1 Primary Data – Primary data for the research paper was collected with the help of questionnaire which was circulated to students of hospitality management who have done their internship.

3.2 Secondary data - For study relevant research papers were studied from various renowned indexing

OBJECTIVES OF RESEARCH

1. To investigate the role of organizational environment in internship satisfaction.
2. To determine the role of internship satisfaction in the career building of students

ANALYSIS AND INTERPRETATION

4.1 Reliability Analysis – Data gathered from 100 respondents were collected and were tested for reliability using Cronbach's Alpha. The value of Cronbach's Alpha was above .8 which is considered good

Table 1. Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.844	.831	5

4.2 Descriptive Analysis – Data gathered from the questionnaire was analyzed using SPSS 21 from which the value of mean and standard deviation was calculated helps students in adapting the

Mean is considered as one of the best parameters to determine central tendency, mean score of more than 3.50 show significant impact, therefore as per the results of Table no 4.2 organizational environment of hotels helps in generating

internship satisfaction of the students as the organizational environments help students in adapting in the organization, which helps

in making the learning process easier as a result of which effective learning can be carried out.

TABLE 2. Item Statistics

	Mean	Std. Deviation	N
The organizational environment of the hotel helps in effective learning	4.2000	1.06363	100
An organizational environment makes the learning process easier for interns	3.8000	1.04447	100
The organizational environment helps interns in adapting to the organization	3.8200	.86899	100
Organizational environment helps in developing my professional skills	2.4000	.87617	100
My Organization paid good stipend during my internship	1.4100	.51434	100

TABLE3. Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	No. of Items
Item Means	3.126	1.410	4.200	2.790	2.979	1.390	5
Inter-Item Correlations	.496	.218	.892	.674	4.093	.052	5

DISCUSSION AND CONCLUSION

After analyzing of responses which were gathered from the responses it can be stated that the organizational environment plays an important role in generating internship satisfaction of the hospitality management students as the organizational environment of the hotel helps students to make the entire learning process easier because of practical demonstration which helps in making entire learning process effective whatever task is given to the students with the help of practical approach can be easily understood by the student intern. At the

same time environment of the organization helps students in adapting to the organization as they are in direct contact with the supervisors of the concerned area and performing the various task which is given to them which helps them in gaining the professional skills which are required in the organization as an employee in future.

Data from the respondent also revealed that interns in the hotel industry are underpaid for the task which is being given to them which can generate dissatisfaction of student interns, Hospitality industry should take some efforts to increase the monetary

benefit of the students who are working in the organization otherwise it would result in the dissatisfaction of the students and make student casual about doing their task in the course of internship in the hotel organization

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